



## TECHNICAL SERVICE BULLETIN

### Water Dripping Onto The Front Passenger Side Footwell When A/C Is Operating - Built On/Or After 01-Feb-2013

**20-2382**05 November  
2020**Model:**

<b>Ford</b> 2014-2020 Transit Connect
--

**Issue:** Some 2014-2020 Transit Connect vehicles built on or after 01-Feb-2013 may exhibit water dripping into the passenger front footwell. This may be due to an excessive gap in the heating, ventilation, and air conditioning (HVAC) case allowing water to drip from the case when the air conditioning (A/C) is operating. To correct the condition, follow the Service Procedure steps to reseal the HVAC case.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2014-2020 Transit Connect
- Built on or after 01-Feb-2013
- Water dripping from the passenger side HVAC case into the footwell when the A/C is operating

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

**Parts**

Part Number	Description	Quantity
Obtain Locally	Butyl Tape, 3M® Part Number 08612 Or Equivalent	As Needed

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**Labor Times**

Description	Operation No.	Time
2014-2020 Transit Connect: Install Butyl Tape Following The Service Procedure (Do Not Use With Any Other Labor Operations Outside Of This Article)	202382A	0.8 Hrs.
2014-2020 Transit Connect: Additional Time To Service Carpet For Dampness And/Or Odor (Can Be Claimed With Operations A)	MT202382	Actual Time

**Repair/Claim Coding**

Causal Part:	19B55
Condition Code:	01

## Service Procedure

1. Is the concern as shown in Figure 1, water dripping onto the trim panel, or Figure 2, water dripping onto the floor covering?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to Workshop Manual (WSM). Section 412-00 for further diagnostics.

Figure 1



E347148

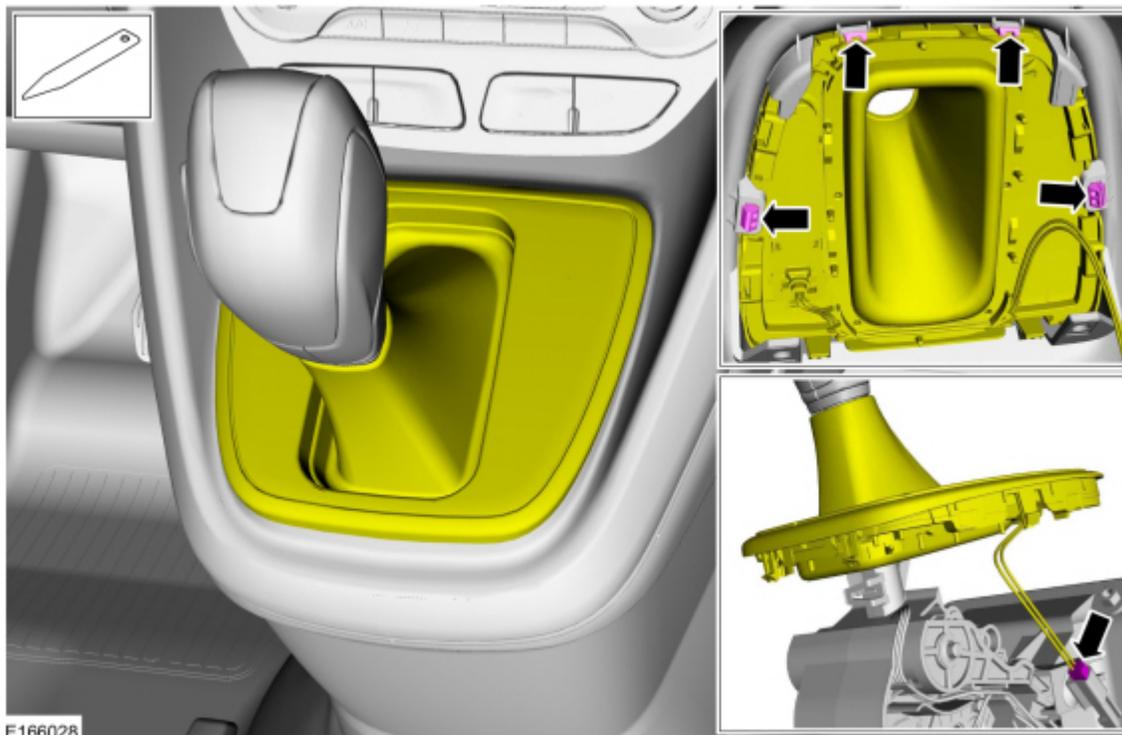
Figure 2



E347149

2. Position the selector lever into DRIVE.
3. Remove the selector lever bezel. Refer to WSM, Section 307-05 (Figure 3)

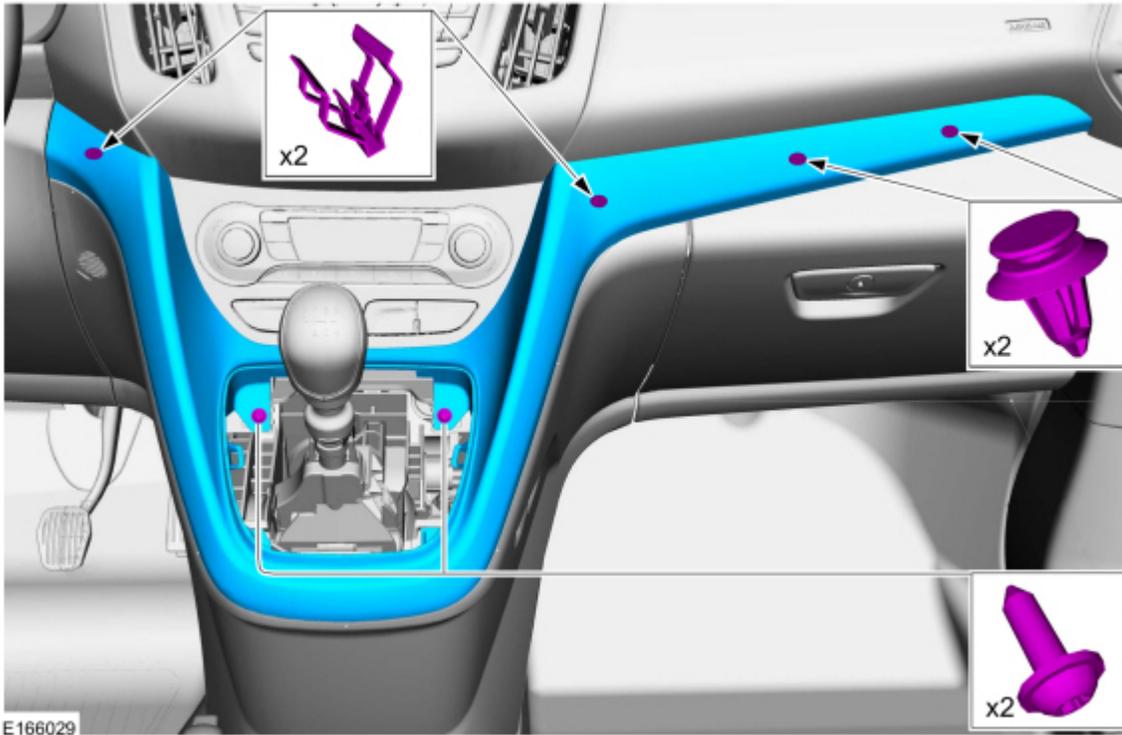
Figure 3



E166028

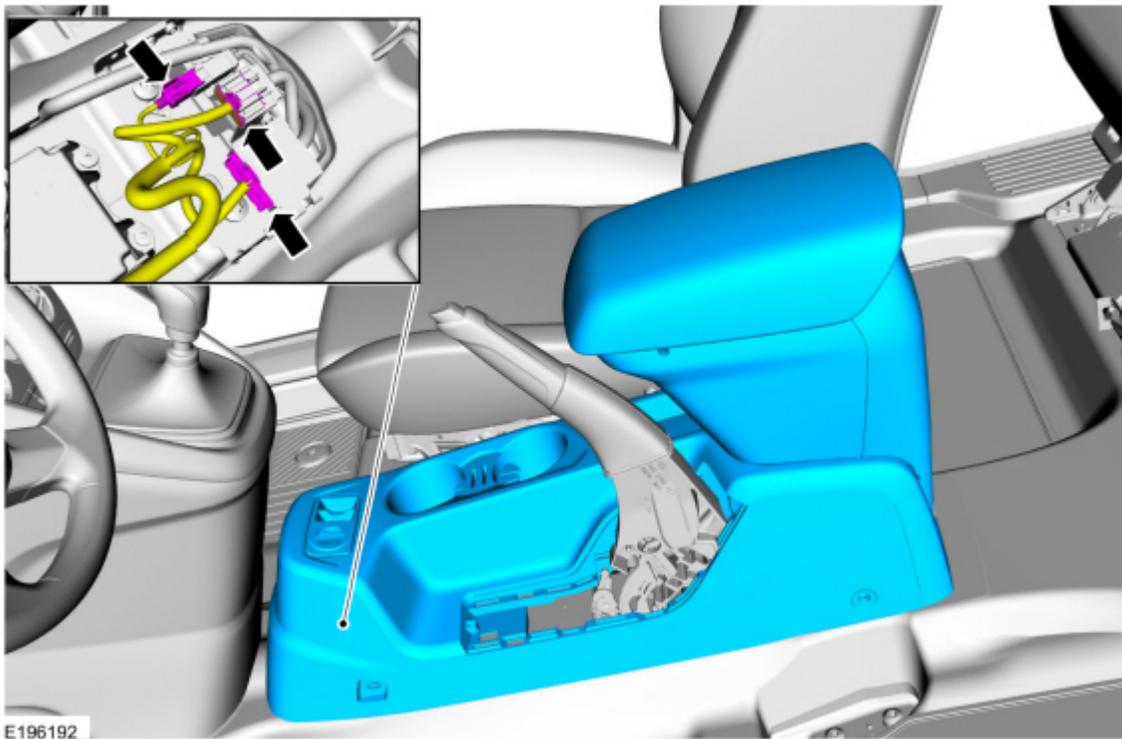
4. Remove the gearshift housing upper cover. Refer to WSM, Section 307-05. (Figure 4)

Figure 4



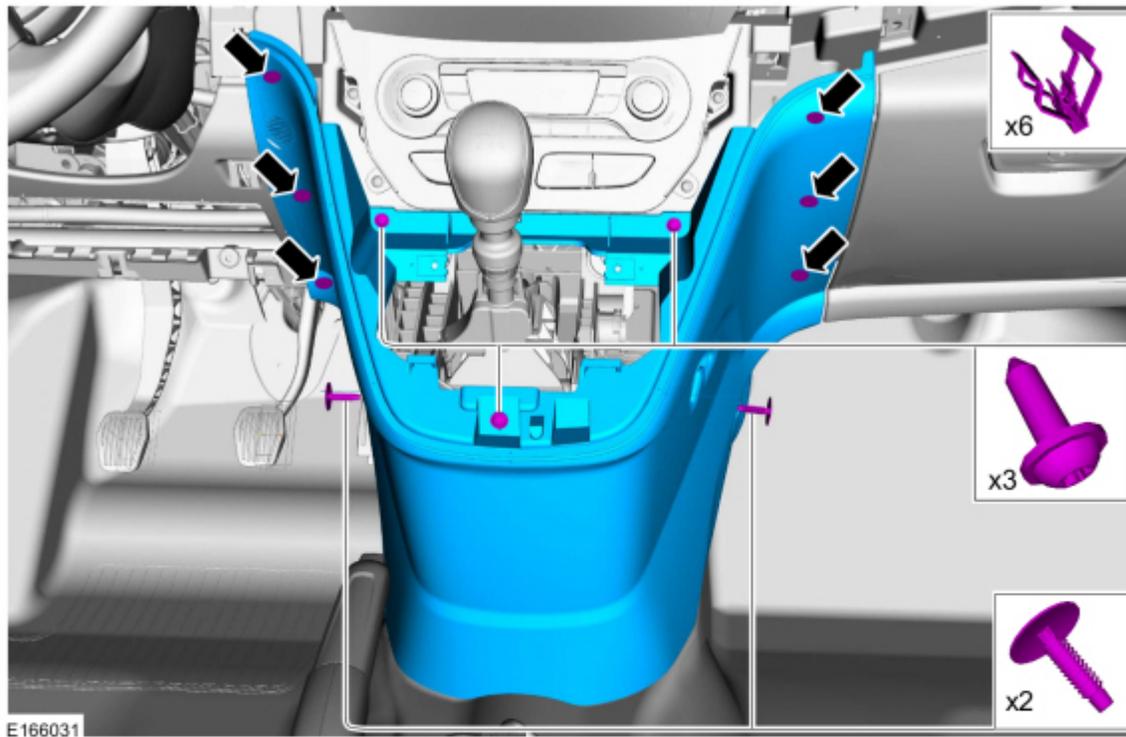
5. Remove the floor console. Refer to WSM, Section 501-12. (Figure 5)

Figure 5



6. Remove the gearshift housing lower cover. Refer to WSM, Section 307-05. (Figure 6)

Figure 6



7. Position the carpet aside to access the cover screw and cover, if equipped.

8. Remove the cover, if equipped. (Figure 7)

Figure 7



9. Obtain butyl tape, 3M® part number 08612 or equivalent.
10. Press the butyl sealing strip into the groove of the evaporator cover.
- (1). Cut a piece of butyl sealing strip to cover the area shown in Figure 8.
  - (2). Press the butyl sealing strip around front/rear corner and into the hole. (Figure 8)

Figure 8



11. To install, reverse the removal procedure.

---

© 2020 Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.